



## **Fun, Adventure and Learning in the woods**

### **Complaints procedure**

Wild Tots Forest Kindergarten believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the kindergarten. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, complaints may be made to the managers in writing. Complaints can be made to Ofsted at any time using the Ofsted contact details (see below).

the Kindergarten will investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. Wildlings Forest Kindergarten will keep a written record of any complaints, and their outcome. The record of complaints will be made available to Ofsted on request. Wildlings Forest Kindergarten website contains details about how to contact Ofsted, if they believe the provider is not meeting the EYFS requirements. If a complaint relates to the conduct of a member of staff, we will follow the section entitled 'Allegations against a member of Staff' in the Wildlings Forest Kindergarten Safeguarding Policy. Monitoring and review. This policy is monitored by the staff and management of Wildlings Forest Kindergarten and will be reviewed annually or before if necessary.

Ofsted's address is:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries) 0300 123 4666(complaints)

On	<u>September 2020</u>
Date to be reviewed	<u>September 2023</u>
Signed on behalf of the provider	<u>H. Standen</u>
Name of signatory	<u>Hannah Standen</u>
Role of signatory (e.g. chair, director or owner)	<u>Director</u>